



February 2018 Monthly Progress Report

Stage	Measure	Description	Feb 2017	Aug 2017	Nov 2017	Feb 2018	
Progress	Homes and businesses ready-to-connect	The number of homes and businesses that can connect to a plan over the nbn TM access network by ordering via a phone and internet provider.	4,200,000	5,800,000	6,500,000	6,300,000	
	Homes and businesses connected	The number of homes and businesses connected to a plan over the nbn TM access network through a phone and internet provider.	1,900,000	2,800,000	3,300,000	3,600,000	
Connect	Right first time installations	The percentage of homes and businesses that have their nbn TM equipment installed without additional work from NBN Co the first time the installation is attempted.	87%	87%	87%	89%	
	Meeting agreed installation times	The percentage of homes and businesses that NBN Co connects to the nbn TM access network within timeframes agreed with phone and internet providers.	91%	90%	92%	92%	
Use	Average network bandwidth congestion	The average number of minutes of bandwidth congestion per week per service calculated across all phone and internet providers across the whole network excluding nbn TM Sky Muster TM services.	290 (4 hours 50 minutes)	297 (4 hours 57 minutes)	231 (3 hours 51 minutes)	12 minutes	
	Fixed-line network congestion	The estimated monthly average percentage of homes and businesses who experience nbn TM access network congestion.	0.034%	0.100%	0.168%	0.119%	
	Uptake to higher wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and		16%	16%	16%	25%
		25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.		84%	84%	84%	75%
	Network availability	Percentage of time the nbn TM access network is available and operating. This is calculated per NBN Co's agreed service levels with phone and internet providers. This excludes planned network outages.		100.0%	100.0%	99.9%	99.9%
Fix	Meeting agreed nbn fault restoration times	The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.	72%	77%	80%	85%	
	Faults per 100 connected homes and businesses	The number of faults on the nbn TM access network per 100 homes or businesses per month.	0.9	1.1	1.2	1.0	

It is important that this Progress Report is read in conjunction with the information on nbn's website at nbn.com.au/updates

Quality

Co-operation

Progress